

# Wisconsin Society for Healthcare Risk Management Virtual Fall Conference 2020

*(Conference via Zoom. Break Out Sessions via Skype)*

## Enterprise Risk Management

*Tools for a Successful Tomorrow*

September 11, 2020

### ENTERPRISE RISK MANAGEMENT



Enterprise Risk Management—Integrating with Strategy and Performance clarifies the importance of enterprise risk management in strategic planning and embedding it throughout an organization—because risk influences and aligns strategy and performance across all departments and functions.

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*ERM: Tools for a Successful Tomorrow*

Friday, September 11, 2020

## Agenda

- 7:45 – 8:00 a.m. Welcome & Opening Remarks
- 8:00 – 8:30 a.m. **ASHRM Update**  
*Fran Charney, RN, MS, CPHRM, CPHQ, CPPS, CPSO, DFASHRM*  
*Director of Risk Management - American Society for Healthcare Risk Management*
- 8:30 – 9:30 a.m. **Key Note: Why Enterprise Risk Management Is So Important in Healthcare**  
*Carolyn Bailey, B.S., CPHRM, CHSP*  
*Administrative Director of Risk Management – Blessing Health System*
- 9:30 – 9:45 a.m. **Break**
- 9:45 – 10:45 a.m. **Hospital Claim Trends in 2020**  
*Paul Greve, JD, RPLU*  
*Senior Director - Healthcare Risk Solutions, Markel Assurance*
- 10:45 – 11:45 a.m. **Breakout Session – On Risk Management Topic of Your Choice**  
*Virtual Discussions Hosted by Moderators*
- 11:45 – 12:15 p.m. **Annual Meeting**
- 12:15 – 12:30 p.m. **Break**
- 12:30 – 12:45 p.m. **Digital Health: Preparing for the Data Flood**  
*Christopher Neuharth*  
*Executive Director of Digital Health and Experience – Children’s Wisconsin*
- 12:45 – 1:05 p.m. **Compliance Risks for Digital Health**  
*Tom Twinem, MBA, CHC, CPA, CIA, CRMA, CFE, CHPC*  
*Chief Compliance Officer - Children’s Wisconsin*
- 1:05 – 2:05 p.m. **Panel Discussion: ERM: Tools for a Successful Tomorrow**  
  
*Judith Cranberg, RN, JD*  
*Executive Director of Risk Management Services at Froedtert Health*  
  
*John Rather, JD*  
*Neider & Boucher, S.C.*  
  
*Christopher Neuharth*  
*Executive Director of Digital Health and Experience – Children’s Wisconsin*  
  
*Tom Twinem, MBA, CHC, CPA, CIA, CRMA, CFE, CHPC*  
*Chief Compliance Officer - Children’s Wisconsin*  
  
*Moderated by Sean Gaynor, Esq.*

***ERM: Tools for a Successful Tomorrow***

Friday, September 11, 2020

## Agenda

- 2:05 – 2:20 p.m.      **BREAK**
- 2:20 – 3:20 p.m.      **To Clone or Not to Clone: Evaluating and Mitigating EHR Copy and Paste Compliance Risks**  
*Stephane Fabus, BA, JD*  
*Katherine Kuchan, RN, JD*
- 3:20 – 4:05 p.m.      **Wisconsin Injured Patients and Families Compensation Fund Update**  
*Presented by:*  
*Rebecca Kamenick – Financial Specialist*  
*Andrea Nelson – Insurance Program Specialist*  
*Ana Lopera, ARM – Claims Manager*  
*Devon Cook – Regulatory Specialist*  
*Brynn Hansen – Fund Manager*
- 4:05 – 4:20 p.m.      **Raffle and Closing Remarks** (*Must be present to win*)

## Virtual Meeting Instructions

- The Zoom Meeting Link will be emailed prior to the Virtual Fall 2020 Conference.
- The Skype Meeting Specific Break Out Session will be emailed prior to the Conference.

## Reminders of Virtual Meeting Etiquette

*Please...*

- Listen through your phone or computer **NOT** both.
- Check to make sure your microphone is on **MUTE**.
- Refrain from placing the conference on hold if calling in by phone (*we will hear your music!*).
- Use the **CHAT** feature for questions and conversation during presentations.
- Please make sure that your name and organization is correct under **Participant List**.

*You must be present during the sessions to receive certification of CEs.*

***ASHRM and WI CLE credits applied for.***

# Objectives

## **Why Enterprise Risk Management Is So Important in Healthcare**

Learning Objectives:

- ✓ Learning the difference between traditional risk management and ERM
- ✓ Understand Definitions, Terms and Concepts of ERM
- ✓ Steps to implement an ERM Program

## **Hospital Claim Trends in 2020**

Learning Objectives:

- ✓ Use national hospital malpractice claim allegations to help focus risk management initiatives internally
- ✓ Understand how hospital claims are changing due to hospital industry macro-trends and apply that knowledge to develop risk management strategies
- ✓ Apply risk management strategies to minimize and defend COVID-19 claims

## **Break Out Sessions: On Risk Management Topic of Your Choice**

Learning Objectives:

- ✓ Discuss pressing issues in healthcare risk management with colleagues on your chosen topic (topic options to be announced)
- ✓ Identify concerns and challenges regarding the topic
- ✓ Share successful strategies and ideas to address the challenges

## **Digital Health: Preparing for the Data Flood**

Learning Objectives:

- ✓ Understand how remote care can transform healthcare
- ✓ Discover opportunities and challenges of increased data points
- ✓ Analyze security and compliance risks that need to be mitigated

## **Compliance Risk for Digital Health**

Learning Objectives:

- ✓ Identify compliance issues that arise with digital health
- ✓ Understand how to approach digital health compliance risks
- ✓ Monitor for trends in digital health compliance

# Objectives

## **Panel Discussion: ERM: Tools for a Successful Tomorrow**

Learning Objectives:

- ✓ Provide information on tools that can be used in ERM
- ✓ Learn where there have been opportunities for improvement
- ✓ Discuss ERM from a variety of perspectives
- ✓ Identifying ways to mitigate the compliance risks

## **To Clone or Not to Clone: Evaluating and Mitigating EHR Copy and Paste Compliance Risks**

Learning Objectives:

- ✓ Review applicable regulatory guidance regarding medical record documentation and the electronic health record
- ✓ Discuss recent enforcement activity related to electronic health record documentation and cloning features
- ✓ Recommend compliance strategies for electronic record documentation practices that mitigate regulatory risk and help to improve patient care

## **Wisconsin Injured Patients and Families Compensation Fund Update**

Learning Objectives:

- ✓ Review common billing issues
- ✓ Discuss common issues with locums
- ✓ Review claims paid report
- ✓ Discuss late certificate filings

# Speakers

**Fran Charney, RN, MS, CPHRM, CPHQ, CPPS, CPSO, DFASHRM**  
**American Society for Healthcare Risk Management**



**Director of Risk Management**

Fran Charney is the Director of Risk Management for the American Society for Healthcare Risk Management (ASHRM) at the American Hospital Association in Chicago. In her time with ASHRM she has led the development of numerous publications including the RCA Playbook, the RCA Workbook and Facilitator's Guide, the Patient Safety Playbook, Physician Office Practice Playbook, Risk Financing Playbook, OB Playbook and Risk Management Fundamentals, Leading Health Care Risk Management and poised to release Human Capital Playbook and ERM Playbook in early 2020. In addition, she is the managing editor for the Journal of Healthcare Risk Management. She has written numerous professional journal articles and has participated in many national speaking engagements. She also led the work to develop Enterprise Risk Management for Boards and Trustees: Leveraging the Value and the Readiness Assessment Tool as well as numerous Pearls.

Fran has testified before the Commonwealth of Pennsylvania Legislative Committee for the 100K lives program. Fran's participation in the Pennsylvania Color of Safety Initiative along with several other Pennsylvania hospitals won a HAP Innovation Award and Patient Safety Achievement Award. Fran has served as faculty for the patient safety curriculum and completed the HRET Patient Safety Leadership Fellowship in 2009. She served as a member of the Board of Directors for ASHRM prior to joining ASHRM as a senior staff member. Most recently she received the ASHRM Presidential Citation in recognition of her dedication to safe and trusted health care through the advancement of the risk management profession.

Fran is an RN with a Master Degree in Healthcare Administration. Her certifications include, Certified Profession in Healthcare Risk Management (CPHRM), Certified Patient Safety Officer (CPSO), Certified Professional in Healthcare Quality (CPHQ) Certified Professional in Patient Safety (CPPS) and a Distinguished Fellow in the American Society of Healthcare Risk Management (DFASHRM). Fran has served on the PA Medical Society Executive Council on Patient Advocacy. She is a certified trainer in Just Culture and a master trainer in TeamSTEPS. Fran also completed lean and has a black belt in six sigma.

**Katherine Kuchan, RN, JD**  
**Hall, Render, Killian, Heath & Lyman, P.C.**



**Attorney**

Katherine Kuchan is a shareholder and Nurse Attorney focusing her practice on regulatory and compliance matters. Katherine serves as co-leader of the firm's compliance service line. She provides legal counsel to clients across the country on regulatory and compliance matters involving the False Claims Act, the Stark Law, the Anti-Kickback Statute and the Civil Monetary Penalties Law. Katherine advises clients on fraud and abuse matters coordinated through federal and state enforcement agencies and defends hospitals, physician practices and many other provider types involved in governmental investigations. She coordinates internal investigations under the attorney-client privilege and counsels corporate compliance officers, C-Suite and Boards on complex compliance issues, including self-disclosures to the Office of Inspector General ("OIG"), the Centers for Medicare & Medicaid Services ("CMS") and the Department of Justice ("DOJ"). Katherine has broad experience working with clients involved in fraud and abuse investigations coordinated through Main Justice, United States Attorney Offices, OIG and Medicaid Fraud Control Units. Katherine routinely advises clients on high-risk areas such as medical necessity, documentation, coding and billing and physician compensation. Her work also includes assisting clients in resolving matters efficiently and effectively through voluntary refunds of overpayments to Medicare contractors, implementing timely corrective actions and providing education and training to mitigate future risk. Katherine actively works with clients on special regulatory matters including management of and compliance with Corporate Integrity Agreement requirements, survey and licensure and EMTALA. Katherine also provides compliance support services to a variety of health care entities. These services include completing compliance program effectiveness reviews, risk assessments and compliance education, among other services. As a Registered Nurse, Katherine understands her health care clients and they receive proven benefit and value because of her practical, clinical knowledge and real-life experience from working in the health care industry.

# Speakers

**Stephane Fabus, BA, JD**  
**Hall, Render, Killian, Heath & Lyman, P.C.**

Stephane Fabus focuses her practice on assisting health care clients in a wide range of areas, including general business transactions and services and regulatory and compliance matters. She actively works with clients addressing privacy and security matters under both state and federal law. Ms. Fabus has counseled clients in various contractual matters including clinical trial agreements, supply chain and vendor contracts, leases and professional services agreements. Additionally, she has assisted health care clients in developing corporate documents, policies and procedures.



**Tom Twinem, BBA, MBA, CHC, CPA, CIA, CRMA, CFE, CHPC**  
**VP and Chief Compliance Officer – Children’s Wisconsin**

Tom Twinem is the Chief Compliance Officer for Children’s Wisconsin, where he has responsibility for the corporate compliance, internal audit and enterprise risk management programs. He also serves as the Privacy Officer for Children’s Wisconsin. He has been part of the internal audit and compliance program at Children’s Wisconsin for 22 years. Prior to joining Children’s Wisconsin, he was employed as the leader in the compliance and internal audit areas for the United States operations of a major international insurance company and he also worked for a number of years in the internal audit area for a company in the energy industry. Tom has a BBA-Accounting from the University of Wisconsin-Milwaukee and received an MBA from Marquette University.



**Christopher Neuharth**  
**Executive Director of Digital Health & Experience at Children’s Wisconsin**

Christopher Neuharth is the Executive Director of Digital Health and Experience at Children's Wisconsin. In his role, he guides the innovation and technology strategy for patient/family-facing solutions at the health system. This includes the marketing tools like websites, emails, text messaging, and the patient portal. Increasingly, it has expanded to include ways to transform care delivery through telehealth, digital care tools, and remote monitoring. Christopher's background is in technology, having lead software product management, user experience, and innovation teams in the health insurance and financial technology sectors.



**Paul Greve, JD, RPLU**  
**Senior Director – Healthcare Risk Solutions, Markel Assurance**

Paul has twenty years’ experience as an administrator, risk manager and attorney for major hospitals in Ohio, including Cleveland Clinic, University Hospitals of Cleveland, Columbus Children’s Hospital, and St. Luke’s Hospital. Paul also has twenty years’ experience in the health care professional liability industry as a broker and consultant. He worked as a broker and consultant for Willis for 19 years, primarily in the National Health Care Practice. He has also worked for two health care professional liability insurance companies including Medical Protective and Markel Specialty. Paul joined Markel in September 2018 and provides Markel staff and insureds with advice and research on a wide range of topics related to health care professional liability risk including claims and risk management and specific research requests. Paul has authored numerous articles and textbook chapters, including medical textbooks on obstetrics, paediatrics and nursing, and spoken at many health care professional liability insurance industry conferences, such as the PLUS MPL Symposium, the Cayman Captive conference, ASHRM, the Crittenden Medical Insurance Conference, Insurance ExecuSummit, and others. Paul holds a B.A. from Ohio Wesleyan University and a Juris Doctor from Capital University School of Law. Paul is a priest of the Episcopal Diocese of Northern Indiana.



# Speakers



**Carolyn Bailey, B.S., CPHRM, CHSP**  
**Administrative Director of Risk Management – Blessing Health System**

Carolyn has been the Administrative Director of Risk Management for the Blessing Health System located in Quincy, Illinois since 2008. The Blessing Health System consists of two hospitals, two large physician groups, a number of clinics, a four-year nursing and health sciences college, a foundation, TPA service for area employers who are self-insured, a CIN and a group of medical specialty businesses (such as a linen company, durable medical equipment provider, retail pharmacy, etc.) and has several affiliations with other area hospitals and health systems. Carolyn helped to create the system's Enterprise Risk Management program and has oversight for the Risk Management Department on behalf of all the entities within the system. Prior to Blessing, Carolyn worked in the field of Risk Management for over twenty years including at a hospital in St. Louis, a medical device manufacturer and distributor, as well as an industrial coating manufacturer and insurer. Carolyn has experience in all aspects of ERM, risk identification, assessment, mitigation and control, strategic planning, process improvement, safety and security, business continuity and disaster preparedness, including managing a self-insured trust and a captive. She is well-versed in ERM methodologies and has worked with corporate leadership in the development of strategic risk management plans to ensure they are tied to the corporate mission and vision.

Carolyn has her certification in Healthcare Risk Management (CPHRM), Certified Healthcare Safety Professional (CHSP), B.S. degree, and is working toward the completion of her Masters along with having attended a number of courses focused on enterprise risk. She is an instructor for ASHRM's ERM Certificate Program and serves on ASHRM's ERM Task force. In addition to being an active member of ASHRM, she is a member of ISHRM, CHRMS, and other professional organizations and currently holds the position of Treasurer of ISHRM.



# Panel Presenters

**Judith Cranberg, RN, JD**  
**Executive Director of Risk Management Services at Froedtert Health**



Judith K. Cranberg is a nurse attorney who currently serves as the Executive Director of Risk Management Services at Froedtert Health, a Wisconsin academic health care system of 14,000 employees with three hospitals, nearly forty health centers and clinics for the past fourteen years. In her enterprise risk role, Ms. Cranberg manages the insurance portfolio for the health system. One of her primary roles for risk management includes the management of insured litigated claims of professional liability, general liability and other insured claims within the health system. Ms. Cranberg has twenty years of risk management and health law experience. She is a graduate of Loyola University Chicago School of Law and a member of the State Bar of Wisconsin and Illinois.

**John Rather, JD**  
**Neider & Boucher, S.C.**



John has been at the Madison law firm of Neider & Boucher, S.C., since April 2019, where his practice focuses on business law, health law, employment law and nonprofits. Previously, John was Chief Legal Officer for the Wisconsin Medical Society and its affiliated entities where he handled all legal affairs of the Society including overseeing all judicial advocacy, legal services, and legal education activities. Prior to his work at the Society that began in 2012, John was a litigator and defense attorney.

**Sean Gaynor, JD**  
**Leib, Knot, Gaynor**



Sean is a litigation attorney and partner at Leib Knott Ganor who specializes in the representation of healthcare providers and other professionals in matters related to malpractice, general negligence, licensing boards, policy, and business issues. The variety of medical, dental and other professional related matters he has handled provide him the knowledge and experience to acutely assess each case, conduct efficient discovery and take cases to trial. Voted a Wisconsin Super Lawyer and Rising Star by his peers annually since 2008, Sean is consistently called upon to handle complex, difficult cases. Using his experience in medical malpractice, Sean has also built a robust practice representing other professionals including lawyers, IT professionals, architects, and accountants.

**Christopher Neuharth\***  
*\*See Bio under Speakers*



**Tom Twinem\*, BBA, MBA, CHC,  
CPA, CIA, CRMA, CFE, CHPC**  
*\*See Bio under Speakers*



# Wisconsin Fund Presenters

**Rebecca Kamenick – Financial Specialist:** Rebecca joined the Fund in February of 2019. She monitors the financial compliance of Fund participants and assists with billing questions. She works closely with employers and group administrators to organize and manage the group accounts.

**Andrea Nelson – Insurance Program Specialist:** Andrea joined IPFCF in 2006. She is primarily responsible for assisting the Board of Governors, monitoring legislative changes, tail coverage, and general Fund eligibility issues.

**Ana Lopera, ARM – Claims Manager:** Ana joined IPFCF in 2015. She first started as a Regulatory Specialist and since April 2019, as Claims Manager. She has 15 years of experience working with insurance and risk management. Ana is primarily responsible for providing oversight of claims administration for IPFCF and the management of the Peer Review Council.

**Devon Cook – Regulatory Specialist:** Devon Joined in April of 2019. His areas of focus are insurance carrier certificate filings and healthcare provider primary coverage compliance, and primary carrier form filing reviews. He is currently spearheading the implementation of late certificate filing fees for insurance carriers.

**Brynn Hansen – Fund Manager:** Brynn joined the Fund in November of 2018. She has over 25 years in insurance experience at both the agency and company level. Prior to managing the IPFCF she managed the Local Government Property Insurance Fund for OCI.



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Questions? Contact Josi Wergin at [jwergin@ecri.org](mailto:jwergin@ecri.org)

*No refunds will be issued unless written cancellation notice is received by September 1, 2020.*